

EMPLOYER UPDATE



.....Eastern Region Edition.....
From Flaming Gorge to Navajo Mountain
July 2000

Moab Local Business: Aarchway Inn

When it opened its doors for business in April of 1997, the Aarchway Inn began with 97 rooms and meeting facilities. According to local manager Kevin Harmison, the target markets are families from the Salt Lake area, Europeans and tour busses. A jeep rental company is located right on-site to cater to the more adventuresome of Moab visitors.

Aarchway Inn has a fairly low turnover rate and credits traditions such as having regular staff meetings, providing good benefits, and knowing and praising their employees. They have also found success using the Department of Workforce Services (DWS). "Approximately fifty percent (50%) of our employees have been referred by Workforce Services," states Kevin.

In his opinion, "Offering employer training seminars is one of the most valuable services provided by DWS." Aarchway employees have participated in many DWS seminars including: Providing Excellent Customer Service, How to Lower Your Unemployment Costs, and The Legal Side of Hiring and Firing.

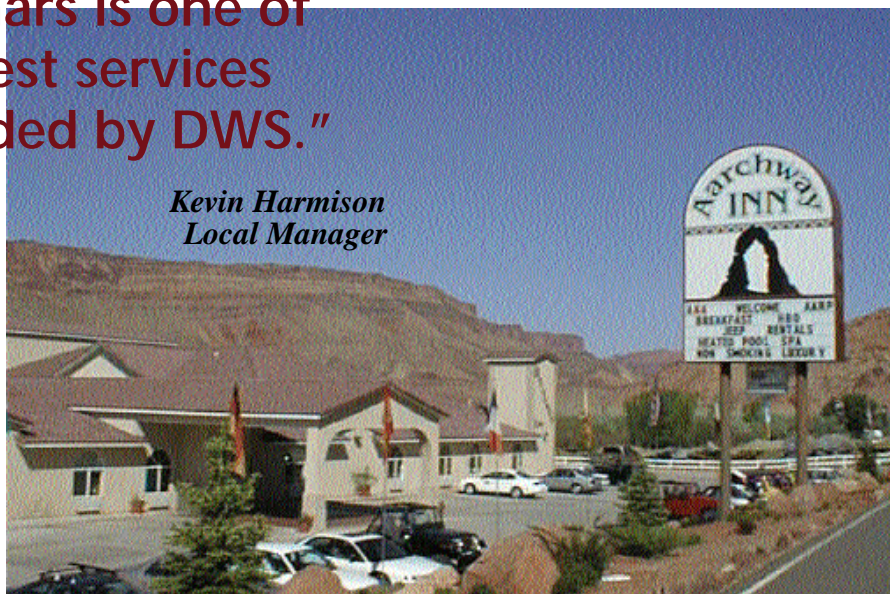
Kevin serves on the Grand County Employer Council, a local employer council that works with the Moab DWS Office in

selecting and presenting seminars for employers.

The Inn currently employs 26 people. The number of employees will increase as plans for

"Offering employer seminars is one of the best services provided by DWS."

*Kevin Harmison
Local Manager*



future expansion include a convention center, 50 additional rooms, and a restaurant. Expansion is scheduled to begin in 2001.

Kevin notes that the Aarchway Inn is committed to excellence in all their practices from the cleanliness of the facility to management of their personnel.

in this issue

UWORKS Update2
UI News3
Kudos3
ICESA Conference3
DWS Myths3
Job Orders in Eastern Region4

State of Utah
Dept. of Workforce Services
Robert C. Gross, Executive Director

Eastern Region
Judy Chambley, Regional Director
1680 West Highway 40, Suite 203B
Vernal, Utah 84078
(435) 789-7597
(435) 789-7525 Fax

The Power of Partnership

The development of UWORKS is an enlightening example of public/private sector partnerships. The project required leaders from all levels of government to work with private sector software developers at Oracle, to build a one-stop case management system. The project, entitled "UWORKS," has been under development since September 1998.

Driven by massive changes in federal welfare reform, the UWORKS system is designed to link end-users to a central information repository containing almost any type of data they might need. Currently, DWS employment counselors must navigate through multiple systems to provide services formerly delivered by five separate agencies. The new system will simplify things considerably.

"The evolution of the welfare program was focused more on employment," said John Davenport, Information Analyst for DWS. "When Congress passed the Welfare-to-Work Program it provided additional funding for the most needy individuals along with job training; this meant we had to handle multiple functions."

Specifically, UWORKS is a case management system that supports the capturing of data about job seekers, employers, and service providers to support meaningful employment for the job seeker.

Functionally the system tracks the job seeker through such phases as intake, assessment, program eligibility, employment planning, activity funding, job search and placement.

Oracle was chosen because it

We're on the web!

*See this newsletter
and others at:*

<http://north.dws.state.ut.us/empnews.htm>

<http://central.dws.state.ut.us/newsletter/cennewslet.htm>

<http://mountain.dws.state.ut.us/newslet.htm>

<http://east.dws.state.ut.us/newsletter/newslet.htm>

<http://west.dws.state.ut.us/newsletter.htm>

could design and develop a large, multi-task database that contains all of the Workforce Investment Act information and Welfare Reform information in one place.

The overall purpose of the project is to develop an automated job matching and career counseling system that will provide

UWORKS will provide automated job matching and career counseling to better serve job seekers and employers alike.

accountability, tracking and reporting of all services provided by our Employment Centers (Utah's One Stops) and the Internet (self-service or "No Stop").

The system is being designed to support Utah and other interested states in the delivery of employment and training services. To provide the information the system must have the ability to transfer assets and communicate with other systems. This

means Utah's system has to be available to other states as well as the federal government.

Developing UWORKS was a major undertaking that would not have been possible without successful partnerships that are almost unprecedented in today's highly competitive and regulated climate. "It took a lot of coordination and cooperation with all of the entities involved," stated Paul Peterson, Senior Systems Analyst with DWS. "We worked with the Labor Department, Human Services and the Department of Agriculture, as well as with the various entities in Oracle and America's Job Bank."

The arrival of the completed program is very much anticipated by employment counselors and front line staff. UWORKS will go a long way to reduce stress. "We are excited about the ability to use technology to further the success of our customers," said Robin Parker in the Cedar City Employment Center.

Statewide implementation of UWORKS is scheduled for this month.

New Unemployment Insurance Web Pages for Employers

You need answers. Fast. The answers to most common questions asked about Unemployment Insurance (UI) quarterly wage reporting and tax filing are now available at your fingertips. Last month, the UI Contributions Section quietly introduced new web pages under the Unemployment Insurance heading of our web-site @ www.dws.state.ut.us.

The website contains instructions, definitions, requirements and forms related to state unemployment tax. Employers and tax professionals can quickly find the answers to such questions as:

- What are the minimum and maximum tax rates?

- How does a new employer establish an account?

- What is the current taxable wage base?

The employers' list of menu items includes UI Employer Registration, UI Tax Rates, Quarterly Reporting, Tax Forms, UI Tax Publications, Employer Appeals, UI Rules, UI Laws and Contact Us!

Response has been positive; one employer called immediately to say that "all the information... needed was there and was very accessible." Information continues to be added to the new web pages, and plans are under way to offer on line transaction of most UI reporting and filing activities by July 2002.

We're in the spotlight...

DWS will host the Interstate Conference of Employment Security Agencies (ICESA) Annual Conference in September. Workforce development representatives from around the nation will enjoy a reception and dinner at the Olympic Sports Park, entertainment by the USA ski-jumping team, a tour of the LDS Visitor's Center, and a performance by the world-famous Mormon Tabernacle Choir. The conference will be held at the Little America Hotel. For more information, contact Tracey Leetham at (801) 526-9204.



it's only a myth...

Myth #4:

Workforce Services has only low skilled or entry level applicants.

Reality:

Recent data shows a year-to-date total of 55,971 applicants registered for services at our Employment Centers. Those applicants represent the full spectrum of professional and non-professional skill levels.

During that same time period there were over 49,706 job openings received as well as 3,746 first-time employers served.

Watch for more myths in upcoming editions.

Kudos...

"Thanks for taking a little stress off a small business person...I was doubly impressed with your added effort to put me at ease and answer my [UI tax] questions. This level of service is not experienced every day in government or in business. I hope you will share this letter...to indicate my appreciation for your professional proficiency."

*H. Gray Otis
Heritage Hardwood Floors
American Fork*

"I have never seen an employment agency that has worked so hard to help with recruitment."

*Darin, Manager
New Winger's in Tooele*

"Thank you for hosting the Taylorsville City and DWS Job Fair. The feedback received has been very positive. All 16 employers were very impressed with the customer service and quality of your staff...and have requested we do this again."

*Bruce Wasden
Taylorsville City Council Member*

"I would like to thank you and your staff for your assistance with our study on One-Stop Career Centers...The staff at the Metro, So. County, Provo North, Kanab and St. George centers were very helpful and attentive."

*Gale Harris
U.S. General Accounting Office*

Utah Department of Workforce Services
Executive Director's Office
P.O. Box
Salt Lake City, UT 84111

Return Service Requested

Presorted
Standard
U.S. Postage
PAID
Salt Lake City, UT
Permit #4621

Eastern Region DWS Offices *Filling a High Percentage of Job Orders*

Recent data indicates that Workforce Services offices in the Eastern Region are significantly above the statewide average in filling job orders. A job order occurs when an employer contacts a local employment center and requests DWS to advertise a job opening.

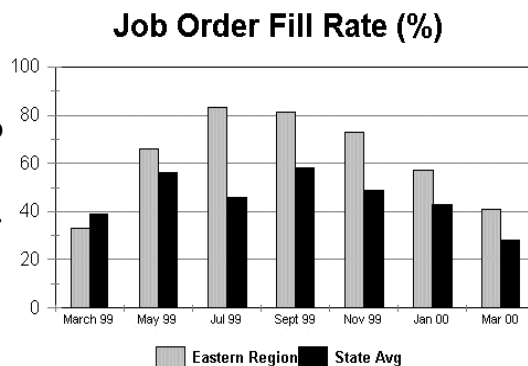
"We think our employment counselors do wonderful work in meeting the needs of our employers," said Judy Chambley, Director of the DWS Eastern

Region. "We have strong working relationships with our employers, and we work well together in filling job orders."

In two of the months that are presented in the chart (July and

September), the rate for filling job orders in the Eastern Region exceeds 80%. By contrast, the state average

for the same two months was about 50%.



Please contact your local employment center at the phone numbers shown below if you have job openings to fill.

Contact us if we can be of assistance:

Blanding	678-1400
Castle Dale	381-4700
Moab	259-3700
Monticello	587-2016
Price	636-2300
Roosevelt	722-6500
Vernal	781-4100